City of Chicago
Department of Aviation

Emergency Operations Plan

Annex C
Emergency Public Information

Preface

Rapid dissemination of information is essential and vital for health and safety protection during and after emergencies and disasters. The primary means to do this is by direct contact with the media and by coordinating with the City of Chicago, Office of Emergency Management and Communications for use of the Emergency Alert System (EAS). The EAS will be used to provide emergency information and instructions to citizens. In the City of Chicago area many radio and television stations participate in the EAS and will simulcast emergency announcements.

Primary Agency

Department of Aviation, Media Relations Section (Acts as the Media Relations Officer when IMC is activated)

City of Chicago, Department of Aviation **Incident Management Center**	
Primary: • Department of Aviation, Media Relations Section **Support:** • Departments/Agencies, All.	**Likely Tasks:** • Staff the IMC "Media Relations Officer" position. • Assist with the dissemination of warning and emergency instructions. • Prepare official emergency public information: Gather information; Verify information for accuracy; Monitor media reports. • Provide emergency public information: Coordinate releases to public; Inform the public about disaster damage, restricted areas, actions to protect and care for companion animals, farm animals, and wildlife, and available emergency assistance; Issue official emergency instructions and information to the public through all available means. • Establish communication links with local media. • Respond to media inquiries. • Monitor and respond to rumors. • Schedule news conferences. • Establish an information center where media representatives can be briefed, compose their news copy, and have telecommunications with their newspaper or station. • Establish, maintain contact with OEMC; Coordinate emergency information efforts. • Participate in, coordinate with city, county, state/federal Joint Information Center. • Maintain documentation: clip articles, log, and maintain list of releases sent.

City of Chicago, Office of Emergency Management and Communications	
Primary • Chicago, OEMC **Support** • City Departments / agencies as required	**Actions** • Serve as the official spokesperson concerning City activities and involvement in emergency response and recovery operations. • Serve as the primary point-of-contact with the news media • Dissemination of information to public through news media, to include: - Overview of state situation. - City response, recovery actions. - Data that will benefit affected communities. • Oversee the Joint Information System, including the Joint Information Center (JIC) and Media Center, as required, to support emergency response and recovery operations. • Coordinate community relations/outreach efforts as part of City emergency response and recovery operations. • Activation, use of city "Emergency Alert System."

State of Illinois	
Primary • Illinois Emergency Management Agency **Support** • State agencies as required	**Actions** • Serve as the official spokesperson concerning State activities and involvement in emergency response and recovery operations. • Serve as the "state level" primary point-of-contact with the news media. • Dissemination of information to public through news media, to include: - Overview of state situation. - State response, recovery actions. - Data that will benefit affected communities. • Oversee the Joint Information System, including the Joint Information Center (JIC) and Media Center, as required, to support emergency response and recovery operations. • Coordinate community relations/outreach efforts as part of state emergency response and recovery operations. • Activation, use of state "Emergency Alert System."

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City of Chicago, Department of Aviation
Emergency Operations Plan

Annex C

Emergency Public Information

I INTRODUCTION

During a disaster or emergency, extensive communication will be critical to effectively help the community through this incident. Effective public information and communication can help ensure public trust and credibility of the Chicago Airport System Public Information System. Important considerations are timely, consistent and accurate information to the media, public, local agencies and health care providers. Education and communication will assist our community to limit the impact not only in the community but across the region.

II. PURPOSE

A. The purpose of Emergency Public Information during a disaster or emergency event is to provide a rapid and efficient means of communicating to the public. Emergency Public Information will establish public confidence in the local governmental officials. It will provide the public with information so individuals can make the best possible decisions for their families and the community as a whole. CDA recognizes the first forty-eight hours of the event are most important to establish our agency's credibility throughout the event. Emergency Public Information will:

- Provide accurate, consistent, complete information.
- Provide the public with an understanding of the facts of the emergency.
- Address rumors, inaccuracies and misperceptions.
- Serve as a resource for emergency responders.

B. This plan outlines the Emergency Public Information policies and procedures to be used by the CDA Media Relations staff during an emergency.

C. During an emergency, risk communication and information dissemination to educate the media, public, partners, and stakeholders regarding risks associated with a real or obvious threat is crucial for an effective public response. CDA has developed this Emergency Public Information Function that addresses steps to be taken to verify the situation, conduct notification, conduct assessment, organize assignments, prepare information, obtain approvals, release information and obtain feedback.

III. SITUATIONS AND ASSUMPTIONS

- CDA will have access to media outlets.
- A disaster or emergency may lead to a mass Emergency Public Information campaign.
- Emergency Public Information will be effective in protecting the public and mitigating the disaster or emergency.

- Some disaster or emergencies are considered an act of terrorism and considered intentional.
- A disaster or emergency will generate intense, immediate and sustained media attention and demand for current, accurate information.

IV. POLICY.

It is the policy of the City of Chicago, Department of Aviation that:

During aviation related incidents, the [redacted] in a cooperative effort with the media, will endeavor to release timely and accurate emergency information to the public concerning emergency preparedness, response and recovery.

This information should be coordinated with the Incident Management Center (IMC) in a timely manner. Any releases prepared which quote or mention the incident or the IMC shall be coordinated with the IMC Policy Group Chief before being released.

V. RESPONSIBILITIES.

A. Primary Agency:

Upon activation of the IMC, the [redacted] is responsible for the organization and mobilization of this function during emergencies.

Responsibilities include:

- Coordinate and maintain a working relationship with the media.
- Disseminate emergency information to the public and ensure accessibility for people with disabilities.
- Prepare emergency information for release during emergencies.
- Release emergency public information (upon approval)
- Establish a means to monitor and respond to rumors.
- Schedule news conferences and request presence of American Sign Language (ALS) interpreter.
- Assign a [redacted] to the IMC when activated.
- Establish an information center that will be the single, official point of contact for the media during an emergency. This will usually be set up in the Aviation Administration Building.
- During emergencies: Provide official public information and ensure accessibility for people with disabilities; monitor and respond to rumors; schedule news conferences; designate an information center where media representatives can be briefed, compose their news copy, and have telecommunications with their newspaper or station.

VI. CONCEPT OF OPERATIONS

A. GENERAL.

Emergency Public Information (EPI) efforts will focus on specific event-related information. This information will generally be of an instructional nature focusing on such things as warning, evacuation, and shelter. It is also important to keep the public informed of the general progress of events. A special effort will be made to report positive information regarding emergency response to reassure the community that the situation is under control. Rumor control will be a major aspect of the informational program.

The CDA Emergency Management Section is responsible for all education and information programs conducted by the CDA as it pertains to crisis / incident management operations. The Media Relations Section will appoint a Media Relations Officer to assist the Emergency Management Section in directing all emergency information activities and to be the official point of contact for the media during an emergency. Public information officers from other departments/agencies may be called upon to assist if necessary.

B. PRE-INCIDENT PREPARATION

During the pre-incident stage, public information and communications activities should include the following:

- Designation and Training of Media Relations Officers and other Staff.

Media Relations Officers, spokespersons, and other support staff should be designated prior to an incident. These people should participate in ongoing training related to emergency public information and risk communication (verbal and written), knowledge of local hazards, prevention and protection, family preparedness, response-level activities, and disability awareness and emergency preparedness for people with disabilities. The CDA Emergency Management will assist in identifying training courses for this purpose that includes:

1. Illinois Emergency Management Agency Basic Public Information Officer Course
2. Illinois Emergency Management Agency Advanced Public Information Officer Course

- Formation and Maintenance of Alliances.

It will be important to establish communication channels with a number of groups and individuals when planning for a disaster or emergency. These groups can assist in delivering emergency-related information and also provide reassurance about the response efforts and actions being taken to protect the traveling public. Some of these groups include local media, health care providers, disability community organizations and agencies, and minority groups. One goal of forming these alliances is to learn how to best communicate with the populations served by these organizations. A number of methods can be used in forming and maintaining these alliances, including periodic meetings with heads of organizations, special training sessions/presentations, Media Relations Section representation at regularly scheduled meetings, and exchange of services between the respective organizations.

- Plans for Evaluating, Testing, and Updating the EPI Function.

Once reviewed and approved, the plan will be tested during tabletop and activation exercises. Minimally, the plan will be updated each year. The Standard Operating Procedures (e.g. templates, fact sheets, educational brochures, website, contact information forms) will be updated as new technical information becomes available from other government agencies and organizations; however, the EPI SOP will be reviewed at least once a year along with the overall plan review.

- Review and Updating of Community Contact Lists.

Working with the Manager of the respective Communications Center (OCC/MCC), community contact lists will be reviewed and updated every six months. Basic information that should be kept in contact lists includes phone numbers (office, home, vacation home, cell, pager), email addresses, fax numbers, addresses, and web sites. Contact lists should include both names of organizations and names of important persons within the organization (e.g. executive director, public relations staff). Suggested agencies and groups for maintaining contact lists are:

- CDA Command Staff.
- IMC Staff.
- Hospitals (including Infection Control Practitioners, Emergency Room Directors, Nurse Managers, and Public Relations offices).
- First Responder Agencies (e.g. Police, Fire and Rescue, Emergency Management).
- Media (e.g. newspapers, radio, TV).
- Key Health Department personnel
- Red Cross.
- Salvation Army
- Local Governmental Department Media Relations Staff.
- Centers for Disease Control and Prevention (CDC).
- Federal Bureau of Investigations (FBI).
- Church organizations.

Development of Memoranda of Understanding (MOU) and Memoranda of Agreement (MOA).

To execute an effective public information campaign, it will be crucial to establish formal agreements with businesses and agencies that can assist with the operation during a disaster or emergency. Some of these agreements can include: contracts with printing companies that can reproduce fact sheets and other educational materials, and agreements with the United States Postal Service and local newspapers to distribute educational materials and information forms to the public.

C. ACTIVATION OF EPI FUNCTION

1. Once it is determined that an event has occurred, a duly identified Media Relations Officer or qualified designee will be responsible for communicating with the IMC staff on all public information issues. These issues may result in a shift to an incident command system (ICS) and activation of the IMC both of which will include concerns about the content of public information

2. The EPI campaign during activation will have two functional levels. The primary tasks of the EPI operation will be to:

   1) convey operation-specific incident information to the public and the JIC,
   2) coordinate communications activities with the IMC, and
   3) communicate with the Field level on all information needs and updates.

D. EPI STAFF AND ASSIGNMENTS

1. Field Level PIO Staff.

At the Field level, either the incident commander or his/her designee will coordinate all PIO activities. Some of the activities for Field Level include:

Assisting staff who interacts directly with the public in effectively conveying messages.
Relaying PIO problems or concerns presented by the incident command staff.
Ensuring that public information tools and messages are being appropriately given to the public.

2. IMC Level.

PIO staff at the IMC will include a CDA PIO and desired support staff. A person from the IMC Level might also act as a spokesperson during IMC activation. A summary of IMC Media Relations Officer job descriptions is found at the end of this Annex.

3. JIC Level.

The staffing structure for the JIC is managed by the OEMC and will include (at minimum) the IMC Media Relations Officer, who will represent CDA during JIC activation if needed.

4. Personnel Shortages/Unavailability.

If the CDA PIO is unable to act as IMC Media Relations Officer during the incident, a suitable replacement will be designated to serve as PIO as directed by the Policy Support Group Chief.

a. IMC Media Relations Officer staff members arriving on the next shift will:

- Arrive 30 minutes prior to shift change for the briefing.
- Sign in
- Participate in briefing prior to shift change.

b. EOC EPI members leaving a shift should:

- Brief incoming shift member.
- Turn over logs, notes and other pertinent data.
- Sign out

E. IMC EPI OPERATIONS

1. Initial Internal Briefing.

A situation briefing should take place as soon as possible. It should, at a minimum, include the following:

- Briefing of incident status.
- Report on media notification.
- Report on which IMC staff have been notified and current status of IMC participants.
- A list of organizations or persons to whom information has been promised but calls have not been returned.
- Briefing of any rumors or misinformation.

2. Facility and Equipment.

a. Adequate phone lines will be necessary to handle, government officials' contacts, community inquiries, a fax machine and computer remote access. Several phone lines should be reserved for outgoing calls. A computer with [redacted] or other accessible technology should be available for communication needs with people who are deaf or hard of hearing.

b. Suitable space at the CDA Aviation Administration Building should be reserved for:

- EPI staff, including the hotline team.
- Work space to collate news releases, fact sheets, etc.
- Status boards/maps.
- Copy and fax machines.

c. The first Media Relations person to arrive will begin preparing the work area and the work space for use by the Media Relations staff and media personnel. The Media Relations staff will be responsible for dispersing and retrieving equipment/materials.

d. Media personnel arriving at the facility will enter through the Main Entrance of the Aviation Administration Building. Each staff member will sign a log sheet upon arrival.

e. A public information toolkit will be available for use during activation. This toolkit will include pre-canned press releases, media advisories, fact sheets, checklists for spokespersons, scripts for public service announcements, contact lists (including sign language interpreter agencies to assist communicating with the public, poster templates, and other documents necessary for an effective public information campaign.

b. The on-scene Incident Commander or Policy Group Chief of the IMC will review and approve all pre-canned public information messages before the Media Relations Officer releases them to other media personnel or the general public.

Procedures for Verification, Clearance, and Release of Information at EOC.

The development and approval process for media releases is detailed below:

The IMC Media Relations Officer decides that a incident-related news release should be issued.
The IMC Media Relations Officer drafts the news release in the approved format and reviews with the following for approval prior to release:

- On-Scene Incident Commander (if applicable)
- [redacted]

The IMC Media Relations Officer will send the news release to the JIC.
The lead PIO reviews the release with JIC participants and other relevant persons and makes any necessary changes.
JIC releases the information to the media.

Designated Spokespersons

In a crisis, the spokespersons will be designated based on the following criteria:

1. Persons who can speak with knowledge, authority, credibility and empathy on the topic;
2. Persons with a clear understanding of the principles of risk communication in a crisis;
3. Persons who can stick to key messages who will not easily be angered, flustered or steered off - message.

As soon as a crisis develops, spokespersons will be designated based upon the criteria stated above.

Media Interviews: Prior to JIC activation, the IMC Policy Group will coordinate this activity. After JIC activation, all interviews will be coordinated through the City of Chicago JIC.

News Conferences: All New Conferences will be coordinated by the Media Relations Officers as approved by the JIC. City of Chicago/CDA policy requires an American Sign Language (ASL) interpreter to be present at news conferences where emergency information is being conveyed to the public.

11. Communications Feedback and Rumor Control.

During any emergency there is always the possibility for rumors or incorrect information to be generated.

Media monitoring will be performed to detect the broadcast of incorrect emergency information. This involves monitoring and/or taping local television and radio news programs and viewing media Web sites. Media monitoring will be conducted both at the JIC as a rumor control function.

When incorrect information is detected through media monitoring or other means, this information should be passed to the IMC Media Relations Officer (if at the IMC level) or lead PIO (if at the JIC level), who notifies the appropriate JIC staff member to prepare a response. To manage rumors, all Media Relations staff members are responsible for reporting rumors to the [redacted]

G. OBTAIN FEEDBACK AND CONDUCT EPI EVALUATION

As soon as is feasible following an incident conduct the evaluation:

1. Compile and analyze comments and criticisms from the public.
2. Compile and analyze media coverage.
3. Conduct an immediate review of what went right and wrong to capture lessons learned.
4. Share results within the IMC.
5. Consider whether journal articles could be developed from the analyses.
6. Determine need for changes to the Emergency Public Information and Communication plan.
7. Determine need to improve policies and processes.
8. Institutionalize changes with appropriate training.
9. Revise Emergency Public Information and Communication Plan policies and procedures based on lessons learned.

I. PIO MEDIA STATEMENT

Event:					
Date:		**Time:**			
My name is		**My position is**			
This is the information I can give you so far:					
At:		*time*	on		*date*
A(an):		*(fire, flood, explosion, earthquake, chemical spill, etc.)*			
occurred at		(location)			
in		(local authority/jurisdiction).			
Information on number injured and fatalities is (not) known at this time.					
Emergency response procedures is to protect the public, first responders and the environment is underway. The					
	(facility or location)	has been shut down / cordoned off / evacuated.			
The cause of the		*(fire, explosion, chemical spill)* is under investigation and no estimate			
of damage is available at this time. As information becomes available, news releases will be issued.					
Any further inquiries should be directed to:					
		Name		*Title*	
at		*location*		*(telephone number)*	

Prepared by: _____

Approved By: _____

City of Chicago
Department of Aviation

Emergency Operations Plan

Annex D – Section I
Damage Assessment

Preface

The function of damage assessment begins and goes "hand-in-hand" with emergency response, and continues long after the response phase is terminated. Emergency responders, who must focus on saving lives, property, and other emergency tasks, find it difficult to provide damage information and reports. Meanwhile, without solid information as to the nature and extent of the disaster and a description of the affected area, the Incident Management Center will have a difficult time providing direction, control, and beginning the recovery process. A damage assessment program should be ready to implement before emergencies/disasters occur. Assessment teams, composed of non-emergency personnel, must be selected and trained.

Primary Agency

Department of Aviation, Facilities Division

(Acts as "Public Works Branch Director" or "Public Works Group Supervisor" under the Logistics Section when IMC is activated)

City of Chicago, Department of Aviation **Incident Management Center**	
Primary: • Department of Aviation, Facilities Division **Support:** • Department Sections / Tenant Agencies, All.	**Likely Tasks:** • Staff the "IMC Logistics Support Section, Public Works Branch or Group, Damage Assessment Unit." • Coordinate damage assessment of airport property to determine the extent of damage. • Activate, deploy damage assessment teams; Assign qualified personnel and volunteer professionals to damage assessment teams based on levels of certification and expertise. • Receive record and consolidate all damage reports (use IEMA Disaster Impact Assessment Form). • Provide data to support declarations of emergency and formal requests for assistance. • Determine unsafe facilities; Assess and post all damaged buildings, structures, and facilities for structural integrity and occupant safety. • Provide damage assessment data and information to IMC. • Compile damage assessment and provide information on damages to the IMC. • Analyze the damage assessment information to determine if the damages meet the criteria to request Federal Disaster Assistance (SBA or Presidential Declaration). Follow the proper chain pertaining to request Disaster Assistance. • Provide appraisers to assist with damage assessment. • Coordinate damage assessments with city, state, and federal agencies as appropriate.

State of Illinois	
Primary • Illinois Emergency Management Agency **Support** • State agencies as required	**Actions** • Dispatch state/federal teams to; assess the overall damage to airport property; assess the overall damage to critical public facilities and services; and determine whether those damages are sufficient to warrant supplemental Federal disaster assistance. These teams include State Assessment Teams, Initial Damage Assessment Teams, and Preliminary Damage Assessment Teams.

Federal Government
FEMA may deploy teams to validate damage and determine potential extent of federal assistance.

City of Chicago, Department of Aviation
Emergency Operations Plan

Annex D – Section I

Damage Assessment

I. PURPOSE.

To establish procedures for assessing and reporting of damage to airport property resulting from a disaster and requesting state or federal disaster assistance.

II. POLICY.

A. To ascertain after a disaster or other major event what has happened to departmental personnel, facilities, equipment, and service delivery capability, what can be done about the situation with existing resources, and what specific needs exist to maintain or re-establish agency capabilities or to respond to the situation. This information shall be relayed to the Incident Management Center as soon as possible after an event.

B. Each CDA Section/ tenant agency will document costs of emergency operations and damages to government property and facilities in anticipation of potential Federal reimbursement under established disaster relief and recovery programs.

C. Damage assessment procedures must begin immediately upon notification or occurrence of an emergency/ disaster.

D. All CDA Sections will be prepared to assess structural damage to buildings that they occupy.

E. This Function will be utilized in conjunction with Incident Management Center (IMC) activation.

III. RESPONSIBILITIES.

A. CDA Facilities Division:

1. Is the lead agency responsible for organization and mobilization of this function during emergencies. Each CDA Section will identify a point(s) of contact for implementation.

2. CDA Damage Assessment Team responsibilities include:

- Maintain pre-disaster maps, photos, and other documents.
- Train and maintain damage assessment teams.
- Activate and deploy damage assessment teams.
- Collect and maintain damage reports.
- Maintain records of damage reports.
- Compile damage assessment reports and provides information on damages to the Incident Management Center (IMC).
- Determine unsafe facilities.
- Maintain accurate records of funds, materials, and man-hours expended as a direct result of the disaster.

- Receive record and consolidate all damage reports.

B. ORGANIZATION

Primary Responsibilities:

1. CDA Facilities Division:

   - Under the ICS structure, [redacted] serves as the Department Damage Assessment Coordinator, under the Logistic Support Section Chief. When the Incident Management Center is activated, he/she assumes the role as "Public Works Branch Director" or "Public Works Group Supervisor". Duties include:
     - Coordinate assessment procedures with local government.
     - Develop system and forms reports (use IEMA Disaster Impact Assessment Form) for tabulating damage assessment.
     - Coordinate with the Emergency Management Section to arrange training on Damage Assessment and Debris Management.
     - Collect report and maintain estimates of disaster-related expenditures and obligations.
     - Correlate and consolidate expenditures and damage assessment and submit final report to the IMC.
     - Escort city, county, state and federal damage survey officials on inspection of damaged areas. Prioritize sequence of site visitations to ensure most heavily damaged areas are visited; it may not be necessary to visit isolated damage sites. In addition, have Department operating budget information available.
   - Provide administrative advice and support relative to preparation of damage assessment forms and reports.

Additional Responsibilities:

1. Assist with initial damage assessment of buildings and structures.
2. Compile initial damage reports as per field units' observations and reports.
3. Provide appraisers to assist with damage assessments.
4. Assist with initial infrastructure damage assessment of horizontal construction (i.e., roads, bridges, storm sewers, etc.).
5. Provide and deploy damage assessment teams to augment local damage assessment efforts.
6. Provide real estate expertise with damage assessment.
7. Arrange for private Architects and Engineers to assist with damage assessment and participate in post disaster structural evaluations.
8. Provide appraisers to assist with damage assessment.
9. Conduct infrastructure damage assessment of utility "life lines" (water, power, natural gas, telecommunications, sewer, waste services) owned by each utility.

IV. CONCEPT OF OPERATIONS.

A. GENERAL.

1. When a disaster occurs of such magnitude that it could result in a Presidential declaration, a damage assessment of airport property will be required to determine the extent of damage. This information will provide a basis for determination of actions necessary, establishment of priorities among essential actions and allocation of resources in the disaster area during the early stages of the recovery effort. The damage assessment process will expedite relief and assistance if promptly implemented.

2. There are two types of damage assessment:

   a. Urgent, for rapid assessment of what has happened airport-wide to prioritize initial response activities and determine the immediate need for outside assistance; and

   b. Post-disaster, to document the magnitude of damage for planning recovery activities and to justify requests for city, county, state and federal assistance.

3. The collection of damage information begins with the initial response phase to an event and continues long after the response is over. During and after any major event, it is very important that timely and accurate assessments of damages, remaining capabilities and needs are received by the IMC. This information is used to manage immediate response as well as short and long term recovery issues. Damage assessment is conducted separately from life saving and property protection operations.

4. As soon as possible after a disaster, information on immediate needs and damages to public facilities and private property must be compiled to assist in setting priorities in response and recovery operations and to determine if state or federal assistance programs may be in order. Forms for documenting damage and impact shall be included in department procedures.

5. Other CDA Sections are requested to utilize their communications capabilities to receive additional damage and situation information and to report this to the IMC.

B. BUILDING ASSESSMENTS AND PRIORITIES

1. The [redacted] will coordinate with the City of Chicago, Buildings Department for the post-disaster inspection of buildings. This will be a cooperative effort with the Buildings Department, and if necessary, with other persons with engineering expertise from the private sector.

2. The current priority for building inspections is as follows:

   a. Command and control facilities such as the IMC.

   b. Facilities critical to public safety, such as communications centers, police and fire stations and utility providers.

   c. Public service facilities such as government offices and facilities.

   d. Damaged structures which pose an imminent threat to the public.

f. Others as the situation warrants.

C. DAMAGE ASSESSMENT TEAMS.

1. All Damage Assessment Team personnel must complete the following courses sponsored by the Illinois Emergency Management Agency (IEMA):

- Disaster Assistance Process (course formerly known as Damage Assessment)
- Debris Management

The CDA Emergency Management Section will identify personnel to be trained and will coordinate with IEMA and the [redacted] facilitate the training as soon as possible.

2. It is important to obtain rapid assessments of victim needs and airport impacts after a damaging disaster event. Damage Assessment Teams will be formed and deployed to the disaster area as quickly as possible to make initial assessments and report critical needs to the local jurisdiction and then on to the IMC. Damage Assessment Teams will be comprised of a cross section/cross disciplined core of Department personnel from O'Hare and Midway primarily from the following sections:

Facilities Division
Design and Construction
Environment
Safety
Security
Planning
Finance
Landside Operations
Airside Operations
O'Hare Modernization Program
IT/MIS/Communications

3. Damage Assessment Teams will focus primarily on immediate victim needs (such as water, food, medical and shelter) and impact to infrastructure (such as utilities, transportation and communications capabilities). They will be composed of employees and contractors with appropriate expertise to make accurate assessments. Damage Assessment Teams will have a team leader who is designated by the [redacted] It is recommended that representatives from the Chicago Police and Fire Departments be included in the assessments.

4. After the initial damage information is collected, federal/state/local teams may be formed to verify the damage information.

5. After the emergency response phase is over, and if damages are, or appear to be, of the magnitude to be included in Federal Disaster Assistance, other assessment teams may be formed to assess the impacts of the event on the airport. The formation of the teams and the coordination of what will be assessed and when is coordinated by the IMC. A local "state of emergency" declaration is needed to begin this process.

6. After the assessment is done, a specific request for assistance is sent through the city to the Governor, through the Federal Emergency Management Agency (FEMA) to the President. The President may approve or deny the request.

D. DAMAGE ASSESSMENT PROCESS AND PHASES.

1. Phase 1: Spot reports by citizens, employees, the media and emergency responders. This is a quick "snap shot" of the event.

   a. During the first few hours following the occurrence of disaster, the IMC will be the focal point for the initial "spot reports" from emergency responders, OCC/MCC, the media, and the general public.

   b. Key information as to the nature and extent of the disaster and a description of the affected area allows the IMC to map, record and direct response to critical areas.

   c. Methods include:

      Spot Reporting - Initial Reports: Information may be obtained by radio and telephone from emergency personnel on scene (rescue, law, fire, and public works).

2. Phase 2: Field Assessment Teams (FAST) activated.

   a. FAST Teams are activated to provide a quick overview of what happened" and to report what happened as rapidly as possible to the IMC.

   b. These initial "first impression" reports form the basis for emergency proclamations, and requests for assistance from the city, state and federal government.

   c. Critical information includes: locations of injuries, deaths, damages; types and extent of damages; impact on people; local resources available; assistance needed. This information will be communicated and filed with the IMC.

   d. Methods include:

      - Windshield Assessment/Survey: FAST teams drive through all affected areas visually gathering data.

      - Aerial Inspection (Fly Over): Weather permitting, aircraft are utilized for initial FAST assessments, and later for more detailed assessments. Input can be written observer logs, photos, or video.

   e. Information is compiled by the IMC "Situation Analysis Unit." which will be comprised of Damage Assessment Team personnel who are assigned to work in the IMC.

   f. Immediate analysis will include:

      - A description of the disaster,
      - Exact location of where the disaster struck.
      - Approximate number of people problems
      - Whether the disaster is still occurring and other current conditions.
      - Any conditions that could affect the ability to carry out relief coordination.

3. Phase 3: Damage Assessment Teams (DATs) are activated to provide a "detailed evaluation of what happened."

   a. EOC "Damage Assessment Unit" coordinates with and directs DATs into specific impact areas to gather data on the number of public buildings, public infrastructure, critical facilities, etc. that have been damaged or destroyed. Extensive photographing / video recording of the damaged areas will be conducted at this time.

   b. DATs provide a more detailed assessment of the damaged areas ("A Closer Look at What the Needs and Priorities Are"). They:

      - Identify damages to:
        * Public Works infrastructure.
        * Critical facilities infrastructure
        * Public buildings
      - Estimate the amount and types of debris,
      - Rate the safety of damaged buildings and structures, and post signage

   c. Methods include:

      - Walking through area "block by block" and "street by street".
      - Obtaining a more detailed assessment of the damaged areas through telephone or personal interviews.
        Use of media reports (print, video).

   d. Analysis includes:

      - Exact locations of impacts, damages and debris
      - Safety, integrity of buildings, and structures.
      - Extent of the disaster impact and the dollar amount of damages (necessary for state, federal assistance application).

4. Phase 4: State and Federal Damage Assessment Teams (S/F-DATs).

   Because federal funding may be involved and as part of the public assistance application process, state and federal damage assessment teams will want to identify and validate damaged property in public infra- structure, define the scope of repairs, and determine repair or replacement costs. A timely and well managed damage assessment will enable the state/ federal assessments teams to do their job faster, maximizing public assistance benefits.

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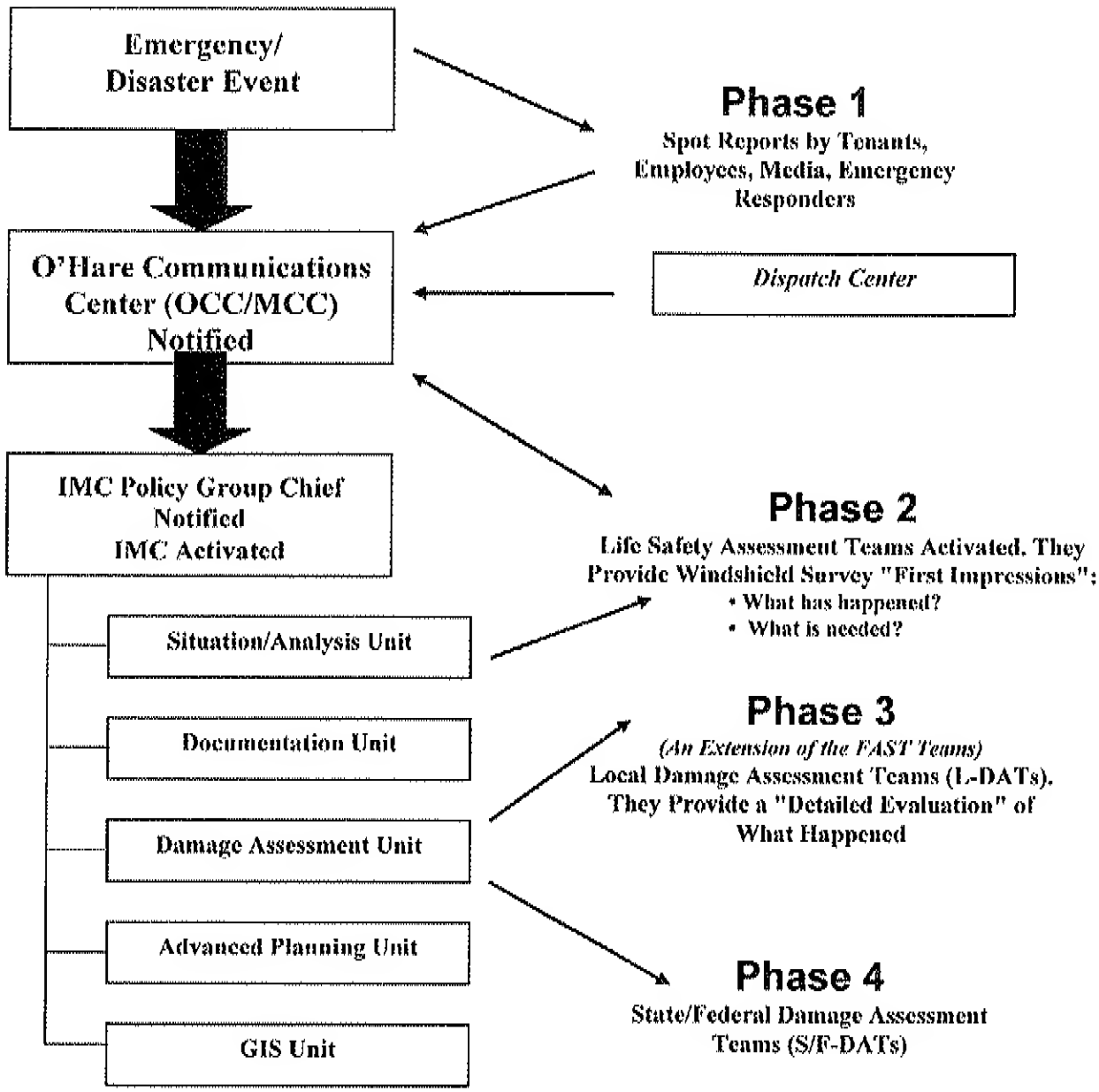
Attachment 1

DAMAGE ASSESSMENT PHASES & CONCEPT OF OPERATIONS FLOWCHART



Attachment 2

IEMA Disaster Impact Assessment Form

Attached on following pages

IEMA
ILLINOIS EMERGENCY MANAGEMENT AGENCY

Disaster Impact Assessment Form

Detailed form instructions can be found at the end of this form.
Fill in all blanks. If not applicable, enter "NA".

Date Compiled _____

A. GENERAL INFORMATION

1. County: City/Town/Township: _____

2. Point(s) of Contact

Name: _____ Title: _____

Phone: _____ E-mail Address: _____

Name: _____ Title: _____

Phone: _____ E-mail Address: _____

3. Type of Incident : _____

4. Incident Date(s): _____ (Start) to _____ (End) ◯ Ongoing

5. General description of the geographical areas impacted and damages:

B. DEATHS/SERIOUS INJURIES

1. Are there any deaths associated with this incident? Yes ◯ No ◯ Unknown ◯
   If yes, describe the number of deaths and circumstances.

2. Are there any serious injuries associated with this incident? Yes ◯ No ◯ Unknown ◯
   If yes, describe the circumstances.

C. VOLUNTARY AGENCY/NON-GOVERNMENTAL ORGANIZATION ACTIVITY

1. How many shelters were opened? _____

Provide the following information for each shelter opened:

•Shelter #1
Shelter location: _____
Name of organization operating the shelter: _____
Dates of shelter operation: _____ to _____ ☐ Still open
Peak overnight population: _____
Total population of all overnight stays: _____

•Shelter #2
Shelter location: _____
Name of organization operating the shelter: _____
Dates of shelter operation: _____ to _____ ☐ Still open
Peak overnight population: _____
Total population of all overnight stays: _____

•Shelter #3
Shelter location: _____
Name of organization operating the shelter: _____
Dates of shelter operation: _____ to _____ ☐ Still open
Peak overnight population: _____
Total population of all overnight stays: _____

2. Describe any pet shelter activity:

3. Other Activities: Indicate number of:

- Mental health contacts by voluntary agencies: _____
- Clean-up kits distributed: _____
- Meals served: _____
- Feeding sites: _____ fixed _____ mobile
- American Red Cross (ARC) cases: _____ opened _____ closed

4. ARC Operation Level: _____

5. Other Assistance: Describe any other types of assistance provided by and/or limitations of voluntary agencies not specified above.

D. LOCAL DISASTER DECLARATION

Was a local disaster declared because of this incident? Yes ◯ No ◯

If yes, what was the date of the local disaster declaration? _____

E. OVERALL COMMUNITY IMPACT

Describe this incident's impact on the following:

1. Housing

2. Infrastructure

3. Critical Facilities

4. Disruption of Normal Governmental/Community Functions and Services

5. Major Employers/Business Community

6. Utilities

7. Health and Safety

8. Functional Needs Population

F. RESPONSE ACTIONS

Describe the local response efforts in anticipation of and/or as a result of this incident.

G. DISASTER HISTORY

1. Provide the jurisdiction's disaster activity in the previous 12-month period.

2. Describe how incidents in the past year have a bearing on the jurisdiction's ability to respond to and/or recover from the current incident.

H. DEMOGRAPHIC INFORMATION

Provide the following for the jurisdiction and the source of the information:

- Median Household Income:
  $ _____ Source: _____
- Percent of Persons Below Poverty Level:
  _____ % Source: _____
- Percent of Persons 65 Years and Older:
  _____ % Source: _____
- Percent of All Disabled Persons:
  _____ % Source: _____
- Percent of Pre-disaster Unemployment:
  _____ % Source: _____

I. DISASTER-SPECIFIC CHALLENGES

Describe any situations or conditions in the jurisdiction that may impede recovery from this disaster.

Click Here to Return to Top of Form

IEMA
Illinois Emergency Management Agency

Instructions
Disaster Impact Assessment Form

The purpose of this form is to provide a format to collect information regarding the impact of a disaster on the local community. Impact information is important because it helps to illustrate the effect of the disaster on the whole community. Although data on the number of homes/businesses involved and disaster costs is important, impact information is equally important because it depicts the human consequences of a disaster. Impact information also conveys the stress placed on local jurisdictions and non-governmental organizations in responding to and recovering from the disaster.

Date Compiled: It is understood that the status of disaster response and recovery is ever changing; therefore it is important to indicate the date that the information on the form was compiled. The Illinois Emergency Management Agency (IEMA) may request updates to the information provided on this form.

A. GENERAL INFORMATION

1. County and City/Town/Township: This form can be completed for the entire county; or other political subdivisions can complete this form independently. Indicate which jurisdictional area is being included in this assessment.

2. Point(s) of Contact (POC): This should be a person(s) who can answer questions regarding the information provided on the form. The POC(s) should be able to provide follow-up information, if needed.

3. Type of Incident: Include all that apply. Some examples are: Dam/levee break, earthquake, flooding, nuclear, severe storm, terrorism, tornado and winter storm.

4. Incident Date(s): If the incident lasts for only one day, put that date as both the start and end date. If the incident is ongoing, provide start date and check the "ongoing" box.

5. General Description of the Geographical Areas Impacted and Damages: Specify if damage is in rural and/or urban areas, the approximate population of the area impacted, indicate areas with a large concentration of damage, identify inaccessible areas, etc.

B. DEATHS/SERIOUS INJURIES

1. If deaths are associated with the incident, provide information such as the number of deaths, cause(s), location(s), date(s), etc.

2. If serious injuries are associated with the incident, provide information such as the approximate number of serious injuries, cause(s), location(s), date(s), etc.

C. VOLUNTARY AGENCY/NON-GOVERNMENTAL ORGANIZATION ACTIVITY

1. Shelters: Provide information requested for each shelter opened. Attach additional sheets as necessary.

2. Pet Shelter Activity: If pet sheltering occurred, provide information such as the number and locations of pet shelters opened, the number of pets occupying the shelter(s), the organization(s) operating the shelter(s), any unmet or on-going needs, etc.

3. Other Activities: Provide numbers as requested.

4. American Red Cross (ARC) Operation Level: Provide level per the following list:

   - Level I: Expected costs less than $10,000
   - Level II: Expected costs more than $10,000 but less than $ 50,000
   - Level III: Expected costs more than $50,000 but less than $ 250,000
   - Level IV: Expected costs more than $250,000 but less than $ 2.5 million
   - Level V: Expected costs more than $2.5 million but less than $5 million
   - Level VI: Expected costs more than $5 million but less than $10 million
   - Level VII: Expected costs more than $10 million but less than $20 million
   - Level VIII: Expected costs more than $20 million

5. Other Assistance: Provide any additional information to characterize the assistance provided by voluntary agencies and non-governmental organizations or limitations to continue providing the assistance.

D. LOCAL DISASTER DECLARATION

Indicate if a local disaster declaration was made for the jurisdiction providing the impact assessment. If yes, provide the date of the declaration.

E. OVERALL COMMUNITY IMPACT

Describe this incident's impact on the overall community regarding the following:

1. Housing: Include a summary of the impact on owner-occupied, rental and multi-family dwellings, including manufactured homes. Include total available rental units, number of rental properties accessible to people with disabilities, status of repairs/re-building and the availability of building materials and contractors. Indicate the percentage of households with insurance coverage. Indicate if a significant portion of the community is under-insured.

2. Infrastructure: Include a summary of the impact of infrastructure failures including roads, bridges, tunnels, overpasses, railways, depots, dams, locks, ferries, dry docks, piers, levees, airports, heliports, etc.

3. Critical Facilities: Include a summary of the impact on critical facilities such as government, schools, hospitals and other medical facilities, public safety facilities including police and fire stations, communication centers and emergency management centers, etc.

4. Disruption of Normal Governmental/Community Functions and Services: Include a summary of the impact on functions and services such as police and fire protection and other government offices, medical services including home health care, banking, shopping, entertainment and other events, public transportation, etc.

5. Major Employers/Business Community: Include a summary of the major employers/businesses that have been rendered non-operational or severely impaired by the event, number of affected part-time and full-time employees, overall impact of closures on the community and estimated date for re-opening. Include impact on agricultural community. Provide information on insurance coverage.

6. Utilities: Include a summary of the length of disruptions in power, communication, water supply and waste water collection, treatment and discharge. Include information on the approximate number of individuals affected and the specific areas affected.

7. Health and Safety: Include a summary of emergency conditions that have presented, or may present, health and safety hazards including corrosives, explosives, flammable materials, radioactive materials and toxins. Describe any situations where people are living in dangerous conditions because of the disaster. Describe any health problems, including mental health issues, which have occurred as a result of the disaster.

8. Functional Needs Population: Include a summary of damaged or destroyed assisted living facilities, other residential facilities and personally owned or rented accessible housing units; impact to public or private accessibility features such as ramps, entrances and curb cuts; and impacts on organizations that provide services to individuals with functional and access needs such as independent living services, assistive technologies, medical equipment and meals. Identify any anticipated needs individuals may have, such as durable or consumable medical items.

F. RESPONSE ACTIONS

Include information on Emergency Operation Center (EOC) activation, evacuations of general population or facilities, resources committed, actions taken to reduce damage (flood fighting, for example), traffic/access control, public information/notification/ warning efforts, mutual aid requested, etc.

G. DISASTER HISTORY

1. Disaster Activity in Previous 12 Months: Provide information on all disasters impacting the jurisdiction during the previous 12-month period. Indicate if they were state declared, federally declared, or required only resources of the jurisdiction to recover. Indicate if state or mutual aid resources were requested.

2. Impact of Past Incidents: Describe how the past incidents have caused strain on the current ability to respond to and/or recover from this disaster (funding limitations, stress on the community and its leaders, resource limitations, etc.).

H. DEMOGRAPHIC INFORMATION

Provide the demographic information requested for the jurisdiction and the source of the information. If appropriate, this information can be provided for a subset of the jurisdiction, such as a city ward. Listed below are some useful links to obtain the requested demographic information:

For income, poverty and age data:
http://quickfacts.census.gov/qfd/

For disability data:
http://www.bt.cdc.gov/snaps/

For pre-disaster unemployment data:
http://www.ides.illinois.gov/page.aspx?item=2516

I. DISASTER-SPECIFIC CHALLENGES

Describe any unique situations or conditions that may impede recovery. Provide noteworthy information related to this disaster not explained above. Some examples are listed below:

- non-English speaking or English as a second language barriers
- animals (livestock, exotic, zoos, research or production facilities)
- debris issues including floating debris
- ability to address a high volume of 211 and/or 311 calls
- pre-disaster economic conditions

City of Chicago
Department of Aviation

Emergency Operations Plan

Annex D – Section II
Debris Management

Preface

In addition to daily operations, one of the public works responses to a major emergency/disaster is to assist in debris removal operations, and provide resources to support traffic and access control.

Primary Agency

Department of Aviation **Incident Management Center**	
Primary: • CDA Facilities Division ("Public Works") • City of Chicago Public Works Agencies **Support:** • Law Enforcement Agencies. • Environmental Services.	**Likely Tasks:** **General:** • Ensure that that Warehouse maintains inventories of resources and equipment. • Develop procedures and policies for use in Debris Management. • Develop, maintain mutual aid agreements. **Incident Management Center (IMC):** • Coordinate response to identify incident sites requiring public works and law enforcement services. • Determine condition and status of public works resources. • Determine present and future need for public works, law enforcement, security and other on-scene resources. • Support Debris Management activities. • Coordinate security for: affected areas; Evacuated areas; Supply distribution points.

State of Illinois	
Primary • Illinois Department of Transportation (IDOT). • Illinois Department of Public Safety. **Support** • Illinois Emergency Management Agency (IEMA). • Illinois Emergency Operations Center (SEOC). • U.S. Forestry.	**Actions** • Coordinate and perform Debris Management on state-owned roadways and right of ways. • Assist and provide resources to local governmental agencies in Debris Management operations. • Notify SEOC of Debris Management operations and report status of work. • Facilitate orderly traffic flow; Determine traffic and access control requirements and coordinate law enforcement resources to support traffic and access control. • Patrol affected areas. • Coordinate statewide emergency traffic control with other state agencies.

Although no specific federal ESF exists, additional assistance may be available through FEMA.

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City of Chicago, Department of Aviation

Annex D – Section II

Debris Management

I. PURPOSE.

The purpose of this plan is to provide direction and control following a disaster in the Response Phase for Debris Management for airport properties.

II. POLICIES.

The Facilities Division will coordinate with Airside/Landside Operations to ensure that their resources clear debris from roads and public property. This will also include snow removal and/or ice in the event of a winter weather storm.

If needed, request for additional city-wide resources will be requested through the City of Chicago, Emergency Operations Center (EOC).

III. RESPONSIBILITIES.

A. Local.

1. Under the ICS structure, [redacted] serves as the "Public Works Branch Director" or "Public Works Group Supervisor", under the Logistic Support Section Chief and will:

   Provide overall direction and control of available airport resources. If activated, the Incident Management Center (IMC) shall coordinate with City, County, State and Federal officials, as appropriate.

2. The Department of Aviation, Facilities Division will:

   Coordinate with Airside / Landside Operations for clearance of routes and removal of debris and/or snow and ice on airport property. The Facilities Division will coordinate with the City of Chicago and Illinois Departments of Transportation (CDOT and IDOT) for additional resources, as appropriate.

3. Law Enforcement.

   The City of Chicago, Department of Police, Airport Law Enforcement Section and Department of Aviation Security Division, will enforce and direct traffic routes, as needed.

B. State.

1. Coordinate with Illinois Department of Transportation (IDOT) to:

   a. Conduct Debris Management on state-owned roadways, interstates, and right of ways.

   b. Assist in traffic control and access in the affected areas.

   c. Assist local entities with debris removal efforts, as needed.

2. Coordinate with the Illinois Emergency Management Agency (IEMA) to:

   Coordinate state resources to assist in local debris removal efforts, as needed

3. Coordinate with the Illinois Department of Public Safety (IDPS) to:

   a. Provide traffic control on state roadways, and interstate systems.

   b. Coordinate statewide emergency traffic control with other state agencies.

IV. CONCEPT OF OPERATIONS.

A. Mission Requests.

Requests for assistance shall be made to the IMC for evaluation and prioritization with respect to needs and resources.

B. Mission Assignments.

Direction to all resources for Debris Management and removal shall be provided by the IMC.

C. Completion Date.

IMC and other appropriate incident coordination centers management agencies will determine and announce the deadline for debris removal.

D. State and Federal Assistance.

Following a disaster declaration, State and/or Federal assistance may be used to maximum extent possible to remove debris and wreckage from airport property. Such assistance can only be provided when it is judged to be in the public interest by meeting the following conditions:

1. The necessary elimination of immediate threats to life, public health and safety.

2. The elimination of immediate threats of significant damage to improved public or private property.

3. To ensure the economic recovery of the airport to the benefit of the region-at-large.

E. Priorities.

1. First priority will be clearance of transportation routes to enable passage of emergency vehicles.

   A priority review will be undertaken quickly, within 12 hours of the event, to document needs. The review will be conducted in the following sequence:

   a. Routes that have no close alternate route.

   b. Roadways where alternate access routes are too long.

   c. Remaining bridges and roadways.

2. Second priority is clearance to allow utility crews access.

3. Third priority is other clearances as directed by IMC (i.e., routes to and from Critical Facilities).

4. Routes should be cleared to one (1) lane, at a minimum, to allow safe passage in and out of the affected area(s).

5. Debris Forecasting and Estimating

Debris forecasting is crucial to determining the size of the response needed. In general, the following formula may be used to determine the amount of material that will be encountered from any building after the disaster event:

$$\frac{LxWxH}{27} \times .33 = \text{cubic yards of material}$$

Aerial and surface photos may be useful after a disaster event to assist in calculating the amount of debris generated. News reports should be constantly reviewed in order to identify affected areas. The amounts and locations of debris generated will determine the size of the response necessary. For any event that results in more than 100 cubic yards of material being generated, assume that outside assistance will be required and that a temporary debris storage site may be necessary.

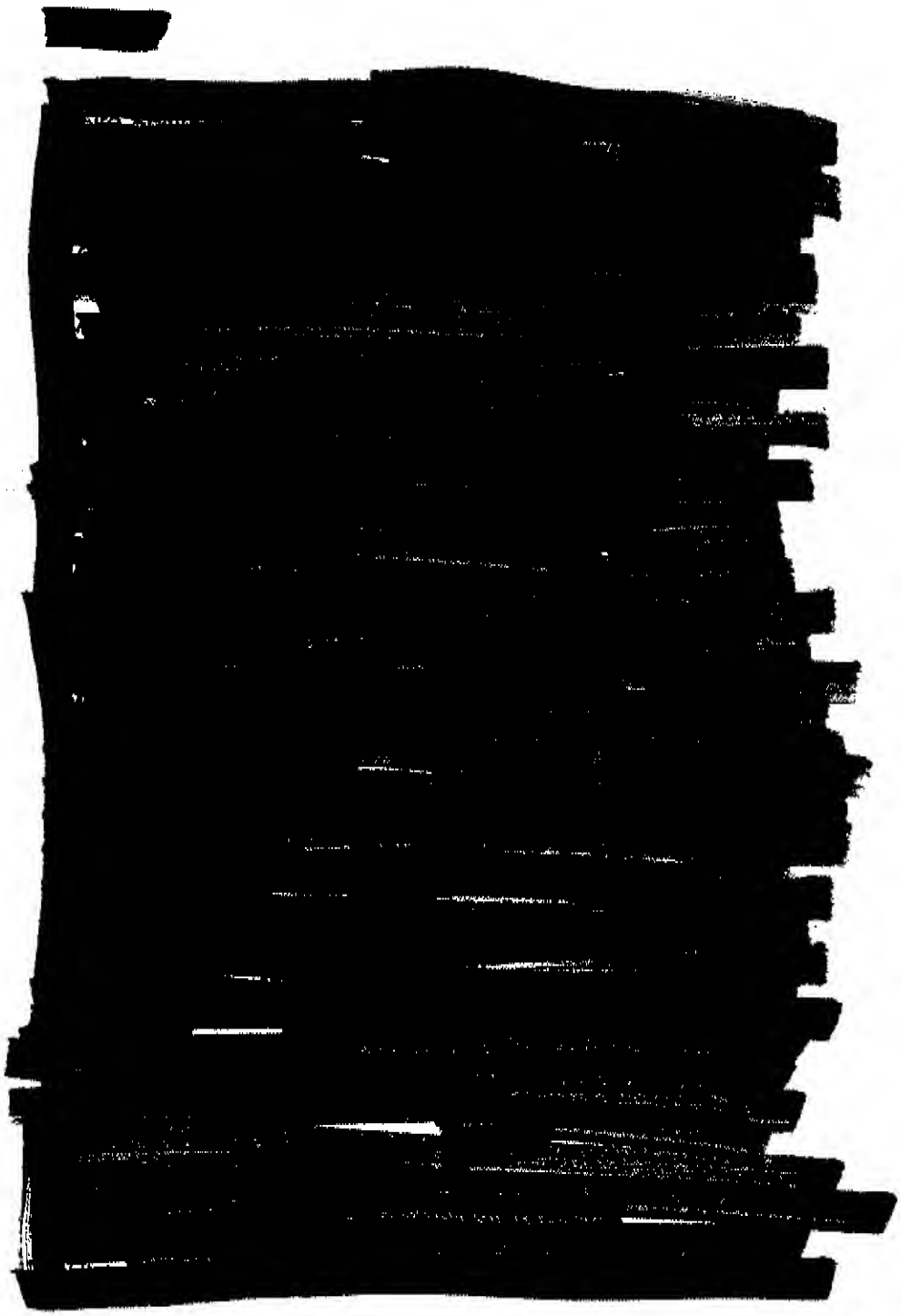
Debris forecasting activities will require special considerations in the event of a disaster that claims human or animal life. All debris should be evaluated for possible hazardous waste. Other considerations include historically sensitive structures, environmentally sensitive locations, salvageable items, crime scene integrity, and victim memorials. Safety consideration for debris removal personnel should at all times is paramount.

Debris estimates should be grouped into the following categories whenever possible in order to ascertain the collection equipment most appropriate to be dispatched:

- Putrescible (stinky stuff);
- Woody Recyclables;
- Non-Woody Recyclables;
- Miscellaneous Dry Waste;
- Hazardous Waste;
- Privately owned property (vehicles) on public roadways;
- Electronics Equipment;
- Dead Bodies.

ATTACHMENT 1 CRITICAL FACILITIES

Critical facilities are those locations providing essential lifeline services to the airport and surrounding communities or qualify as a high occupancy structure, or as a high risk hazard to the community. Critical facilities and their priority will vary but some examples of their priority would be:



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City of Chicago
Department of Aviation

Emergency Operations Plan

Annex E
Law Enforcement

Preface

In addition to maintaining law and order, law enforcement response to a major emergency/disaster is to organize and assist in rescue operations, aid fire service fire suppression/emergency actions, aid victims to locate shelter and medical attention, provide security and access for essential facilities to include shelters, deny access to buildings and structures that are obviously unsafe or have been declared unsafe.

Primary Agency

Chicago Police Department – Airport Law Enforcement Section
Department of Aviation Security Section

City of Chicago, Department of Aviation Incident Management Center	
Primary: • Chicago Police Department – Airport Law Enforcement Section • Department of Aviation – Security Section Support: •	Likely Tasks: General: • Maintain inventories of resources and equipment. • Develop procedures and policies for use in dealing with airport security, terrorist activity, and other law enforcement-intensive emergencies. • Develop, maintain mutual aid agreements. Incident Management Center (IMC): • Coordinate response to identify incident sites requiring law enforcement and security services. • Determine condition and status of law enforcement resources. • Determine present and future need for law enforcement, security and other on-scene resources. • Determine need for protection of, and if necessary, relocation and temporary housing of prisoners in custody. Other law enforcement resources may be needed to assist with this task. • If needed, coordinate activities with the National Guard, state law enforcement personnel, and/or federal military officials if such organizations are providing support in affected areas. • Organize and direct law enforcement activities. • Ensure public safety and welfare is being implemented through such actions as: Evacuation; Crowd control; Traffic control; Property protection; Security at designated facilities; Incident perimeter control. • Support damage assessment activities. • Coordinate security for: County and municipal facilities; Evacuated areas; Supply distribution points.

City of Chicago	
Primary • Chicago Police Department • Chicago Fire Department • Office of Emergency Management and Communications	Actions • Maintain law and order; Protect life and property; Coordinate and direct all emergency police services. • Provide warning and communications support; Provide mobile units to conduct warning functions as requested by the IMC. • Report damage to IMC. • Assist in locating casualties. • Facilitate orderly traffic flow; Determine traffic and access control requirements and coordinate law enforcement resources to support traffic and access control. • Patrol evacuated areas. • Provide security for key facilities. • Perform crime scene investigation. • Provide crowd and traffic control in specified areas. • Provide security for evacuating prisoners. • Provide emergency transport of medical supplies. • Coordinate emergency traffic control with agencies. • Assist the local county sheriff and sister police in law enforcement operations during major emergencies.

Federal Government
Although no specific federal ESF exists, additional assistance may be available through FEMA.

City of Chicago, Department of Aviation

Emergency Operations Plan

I. PURPOSE.

To provide for the timely and coordinated efforts of law enforcement personnel for public safety and protection. Activities which relate to traffic control, crowd control, security and other extra-ordinary law enforcement functions are necessary to provide for the public's safety and welfare within a disaster environment.

II. POLICY.

It is the policy of the Department of Aviation that:

A. Law Enforcement Entities will exercise lawful authority to save lives and property, enforce laws, and enforce orders and regulations during emergencies/disasters.

B. This function may be utilized singularly, or in conjunction with the Incident Management Support Team (IMST) or Incident Management Center (IMC) activation.

III. RESPONSIBILITIES.

A. LEAD AGENCIES:

1. The Chicago Police Department, Airport Law Enforcement Section and the Department of Aviation, Security Section are the lead agencies responsible for organization and mobilization of this function during emergencies occurring on airport properties. They are responsible for coordinating with all other local, county, state and federal law enforcement agencies.

2. Responsibilities include:

- When notified of an emergency situation, send response teams/personnel, equipment, and vehicles to the emergency scene or other location, as appropriate.
- Maintain law and order.
- Identify an Incident Commander (IC) and establish an Incident Command Post (ICP) if appropriate; assigns appropriate personnel to IC staff.
- Perform IC duties at the emergency scene, if appropriate.
- Notify the OCC or IMC (if activated) of the situation.
- Manage law enforcement resources and direct law enforcement field operations. Duties may include:
    1. Enforce emergency orders.
    2. Provide mobile units for warning operations.

3. Augment emergency communications.
4. Direct and control traffic during emergency operations.
5. Crowd control.
6. First aid.
7. Search and rescue.
8. Support damage assessment activities.
9. Deploy personnel to provide security for emergency teams (Fire and EMS) operating in hostile or potentially hostile environments.
10. Provide security to key facilities: incident sites, critical facilities, damaged property, mass care/shelter sites and staging areas.
11. Provide security in the area affected by the emergency to protect public and private property.

Evacuation:

1. Assist in the evacuation of people at risk in and around the emergency scene.
2. Provide security, patrol evacuated areas.
3. Control access to the scene of the emergency or the area that has been evacuated.
4. Support other public safety activities as required.
5. Request assistance through the state law enforcement mutual aid system as necessary.
6. Provide security for vacated hazard area property and population, essential organizations, prisoners, evacuated population and congregate care (shelter) facilities.

Hazardous Materials Response:

1. Law Enforcement units responding to a hazardous material incident will ensure that they have a full understanding of the Incident Commander's assessment of the situation and that they take full and proper precautions to protect themselves.
2. Only personnel having proper training should be deployed to a hazardous material incident.
3. Support damage assessment.

B. EMERGENCY MANAGEMENT ORGANIZATION.

Primary:

Other Responding Law Enforcement Entities (ILEAS):

1. Coordinate law enforcement activities.
2. Maintain law and order.
3. Monitor warnings and information.
4. Provide mobile units for warning operations.
5. Provide security for key facilities.
6. Conduct traffic and crowd control.
7. Advise public officials on needs to evacuate.
8. Support public safety activities.

Support:

Contract Security Companies.

- Provide physical security to airport property and equipment as assigned.

Public Works.

- Provide signs and other traffic control devices to support traffic control operations.
- Deploy personnel to erect traffic barricades and signs as per prearranged plans or as requested.
- Provide manpower, vehicles and equipment in support of police as requested.

IV. CONCEPT OF OPERATIONS.

A. GENERAL.

During times of emergency, local law enforcement agencies will be called upon to expand their operations. Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from city, county state and federal law enforcement groups.

B. Airport Wide Disaster.

All aviation related law enforcement services will be supported from the IMC by the Operations Support Section Chief as a member of the IMST. Routine operations will be handled by standard procedures. City, County, State and federal support will be called upon as needed with requests channeled through the City of Chicago, Office of Emergency Management and Communications (OEMC).

C. INCIDENT MANAGEMENT SUPPORT TEAM.

1. If a law enforcement agency or other public safety responder determines that a disaster has or may occur, or the geo-political jurisdiction's resources are overwhelmed, the OEMC will be immediately notified.

2. The Department of Aviation, Incident Management Center, Chief Public Safety Officer will advise on the need for IMC activation and declaration of an airport-wide emergency.

D. IMC ACTIVATIONS.

1. When the IMC is activated, the Chief Public Safety Officer will appoint an EOC Operations Support Section Chief to coordinate all law enforcement activities, and to direct and coordinate all available local law enforcement personnel, equipment and supplies. The OEMC will be kept informed of the incident complexity and will make a request to the state EOC for additional resources when all local law enforcement resources have been exhausted.

2. Law enforcement personnel will be alerted according to prescribed departmental/agency policy. The operational priorities for personnel will be assigned by the Operations Support Section Chief. All personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.

3. The Operations Support Section Chief will establish and maintain lines of communication in the IMC during major response operations to facilitate coordination of activities and resources.

4. During emergency operations, the Chicago Police Department Airport Law Enforcement Section and other designated Law Enforcement agencies will provide representatives to the IMC. Position responsibilities may include:

- Staffing the IMC "Law Enforcement Services Branch" within the Operations Section with other local law enforcement agencies.
- Identifying incident sites requiring law enforcement and security services.
- Ensuring the operation of police dispatch and reporting systems.
- Provide alternate communication links if necessary.
- Determining condition and status of local law enforcement resources.
- Determining present and future need for law enforcement, security and other on-scene resources.
- Organizing and directing law enforcement activities.
- Enforcing emergency orders.

Ensuring public safety and welfare through such actions as:

- Evacuation.
- Crowd control.
- Traffic control.
- Property protection.
- Security at designated facilities.
- Incident perimeter control.
- Damage assessment.
- Providing security for local government facilities.
- Providing security for evacuated areas.
- Providing security for supply distribution points.
- Staging and deploying local and mutual aid resources.
- Responding to mutual aid requests of other jurisdictions if requested.

E. DAMAGE ASSESSMENT.

An initial IMC priority is to gather as much intelligence about the extent of damage as soon as possible. Law enforcement personnel will report the need for rescue, the numbers of dead or injured, damage to buildings, public facilities such as roads and bridges, and utilities. These reports will be communicated to the IMC.

F. EVACUATION.

1. Law enforcement officers will implement evacuation orders due to unsafe buildings, fire danger, hazardous materials, or any other reason identified by competent authority. Law enforcement officers will take lawful actions necessary to save lives and property.

2. Evacuation will be coordinated with the IMC to ensure the evacuees are moved to an appropriate shelter, and ensure the needs of special populations and individuals are provided for.

G. FIELD OPERATIONS.

1. [redacted]

[redacted] Additional details concerning response actions required by law enforcement are found in entity's SOPs published under separate cover.

2. Law Enforcement officers will remain in their assigned areas and assist rescue workers and the population in general as much as possible. Officers will use their best judgment in determining if the efforts of volunteers are safe and are resulting in some useful activity.

3. [redacted]

4. Field emergency actions include:

Directing and controlling traffic during emergency operations.
Assisting in the evacuation of people at risk in and around the emergency scene.
Controlling access to the scene of the emergency or the area that has been evacuated.
Providing security in the area affected by the emergency to protect public and private property.

5. Hazardous Materials Response:

Law Enforcement units responding to a hazardous material incident will ensure that they have a full understanding of the Incident Commander's assessment of the situation and that they take full and proper precautions to protect themselves.

Only personnel having proper training should be deployed to a hazardous material incident.

6. Active Shooter Response:

An Active Shooter Incident is described as: "A violent, not limited to a threat involving a firearm, wherein an armed assailant(s) has remained on or near the scene and continues to present a threat to the safety of citizens that requires rapid deployment as opposed to containment and negation".

The Chicago Police Department will respond immediately; assess and contain the situation, ensure that any further threat is neutralized; protect the lives of victims threatened by the assailant(s); and secure medical aid for the injured.

Law Enforcement units responding to an active shooter incident will ensure that they have a full understanding of the Incident Commander's assessment of the situation and that they take full and proper precautions to protect themselves.

The Checklist found in Appendix 1 to this Annex is intended to be used as a guide by the Incident Commander to help coordinate a unified response to the active shooter incident. Copies of this guide will be maintained in the Airport's Command Van, in the Incident Management Center and in the O'Hare Communications Center.

City of Chicago
Department Of Aviation

Emergency Operations Plan

Annex E
Appendix 1

Active Shooter Response Checklist

Active Shooter Response Checklist omitted

City of Chicago
Department of Aviation

Emergency Operations Plan

Annex F
Fire and Rescue

Preface

Fire and Rescue is an integral part of the network providing emergency operations within then Chicago Airport System. They are normally the "first responders," and provide fire, rescue, and Emergency Medical Services (EMS) to the public in any emergency.

City of Chicago, Chicago Airport System **Incident Management Center**	
Primary: • Fire Services Agencies **Support:** • City of Chicago Office of Emergency Management and Communications • Law Enforcement Agencies • Public Works. • Red Cross. • Salvation Army • Utilities. • Airport Airfield Operations	**Likely Tasks:** **General:** • Maintain inventories of resources and equipment • Maintain mutual aid agreements **Incident Management Center (IMC):** • Identify incident sites requiring firefighting services • Determine condition, status of firefighting resources • Determine present and future need for firefighting and other on-scene resources: Communications; Search and rescue; Emergency medical; Heavy rescue; Evacuation; Mass casualty transportation; Mobile shelter; Transport of emergency responders and resources; Other Logistics: food, water; emergency power, lighting, etc • Obtain and coordinate fire resources as requested by field incident commanders • Coordinate mutual aid firefighting resources as necessary

City of Chicago	
Primary • Chicago Fire Department **Support** • Chicago Office of Emergency Management and Communications • Chicago Police Department	**Actions** • Maintain law and order; Protect life and property; Coordinate and direct all emergency police services. • Provide warning and communications support; Provide mobile units to conduct warning functions as requested by the EOC • Report damage to EOC. • Assist in locating casualties. • Facilitate orderly traffic flow; Determine traffic and access control requirements and coordinate law enforcement resources to support traffic and access control. • Patrol evacuated areas. • Provide security for key facilities. • Perform crime scene investigation. • Provide crowd and traffic control in specified areas. • Provide security for evacuating prisoners. • Provide emergency transport of medical supplies. • Coordinate statewide emergency traffic control with other state agencies. • Assist the local county sheriff and police in law enforcement operations during major emergencies.

Federal Government
Although no specific federal ESF exists, additional assistance may be available through FEMA

City of Chicago, Department of Aviation
Emergency Operations Plan

Annex F

Fire and Rescue

I. PURPOSE.

To describe coordination of fire and rescue activities and to ensure the safety of life and property during emergency situations.

II. POLICY.

It is the policy of the Chicago Airport System that:

A. Fire Services will exercise broad lawful authority to provide fire protection and other emergency services, including control and direction of activities at fire scenes, ordering evacuations in the vicinity of fires/emergencies, and taking actions necessary to extinguish or prevent the spread of fires.

B. This function may be utilized singularly, or in conjunction with Incident Management Support Team (IMST) or Incident Manager Center (IMC) activation.

C. The on-scene Incident Commander will organize and manage the incident at the tactical level according to the guidance presented in the National Incident Management System (NIMS) and Incident Command System (ICS)

III. RESPONSIBILITIES.

A. [redacted]

Fire Department responsibilities include:

- Act as Incident Commander during incidents where CFD has primary jurisdiction.
- Isolate, contain and stabilize fire scenes.
- Order evacuations as necessary.
- Assess needs and request resources as necessary
- Investigate cause and origin of fire on Airport property in conjunction with the Chicago Police Department Bomb and Arson squad
- Coordinate additional Fire and EMS assets through the Mutual Aid box Alarm System (MABAS).

- When notified of an emergency situation, send response teams/personnel, equipment, and vehicles to the emergency site, staging areas, or other location, as appropriate.
- Manage fire/rescue resources, direct fire operations, rescue injured people during emergency operations, and determine the need, as appropriate, for evacuation of the immediate area in and around the emergency scene.
- Maintain control of all fire scenes until the scene is released to the Department of Aviation or to the appropriate investigating agency.
- Provide initial disaster assessment.
- Report the need for rescue, the numbers of dead or injured, damage to buildings, public facilities such as roads and bridges, and utilities. (Compiled by dispatch and communicated to the IMC.)
- Implement evacuation orders due to unsafe buildings, fire danger, hazardous materials, or any other reason identified by competent authority.
- Coordinate with the DOA Safety Section and the IMC, as appropriate in the evacuation of people at risk in the evacuation area.
- Alert all emergency response organizations of the dangers associated with technological hazards and fire during emergency operations.
- Prevention of fires, to include building inspections, sprinkler systems, fire investigations, public fire education, and pre- fire plans.
- Notification to the Airfield Operations Section when ever Fire Services falls below current ARFF Index.

Hazardous Materials:
In the event of a major emergency or disaster in which hazardous materials are released, Annex H will be activated.

Operating under the Incident Command Structure, CFD will serve as the primary agency and will report to the Operations Support Section Chief in the IMC to coordinate response activities and assess resource needs.

The primary agency will work with all support agencies to address the field response needs as identified by the field Unified Command team and/or the Area Command. Additional resources and technical expertise will be coordinated through county, state and federal (if necessary) officials, and the organizations will work together to assess and provide an effective response to the release of hazardous materials.

SEE ANNEX H FOR SPECIFIC GUIDANCE ON THE MANAGEMENT OF A HAZARDOUS MATERIALS INCIDENT.

B. FIRE SERVICES EMERGENCY MANAGEMENT COORDINATION:

Primary:
When a major fire or disaster occurs that requires a firefighting response, the Chicago Fire Department will ensure that following tasks are performed in accordance with 'departmental procedures and the National Incident Management System (NIMS):

- Establish Incident Command to provide command and control of the incident and to establish communication with all primary and support agencies.

- Establish a Command Post.

- The Incident Commander will perform an initial assessment and get briefed on all pertinent information relevant to the incident from the initial responders.

- The Incident Commander will determine the need for escalation of CFD's response.

- Establish staging areas, as necessary (depending on the level of fire, staging areas may be designated by [redacted]. Separate staging areas may be designated for Fire Operations, EMS Operations, and RIT Equipment.

- [redacted]

- Establish Unified Command for all incidents with multiple responding agencies for the incident or if the incident crosses political jurisdictions.

- Unified Command will establish a common set of objectives and strategies for a single Incident Action Plan.

- Area Command will be established if there is a need to manage multiple incidents or to manage large incidents that cross jurisdictional boundaries.

In addition, support agencies will assist first responders and victims and assess the need for and provide mutual aid.

Firefighting

1. Fire Services Agencies.

- Coordinate all fire and rescue services within the affected area.
- Provide fire control, suppression.
- Operate mobile warning sirens.
- Advise public officials on need to evacuate.
- Provide fire protection (including in emergency shelters).
- Enforce fire code.
- Coordinate with the IMC Logistics Support Section Chief to conduct Damage Assessments (Windshield Surveys).
- Fire prevention.
- Immediate life safety.
- Standby for utility companies line breaks or downed power lines.
- Coordinate Urban search and rescue.
- Lighting for night incidents.

- Minor electric power generation.
- Provide hazardous materials response/control.
- Coordinate with law enforcement form traffic and crowd control needs.
- Provide initial emergency medical aid and pre-hospital care.
- Decontaminate as required.

Support:

2. Department of Aviation Incident Management Center (IMC):

Monitor the situation for Incident Management Support Team (IMST) or Incident Management Center (IMC) activation.
Provide coordination and staff support for tactical level, on-scene Incident Commanders.
Provide initial emergency public information.
Assist with logistical needs, mass care, and shelter requirements.

3. Law Enforcement Agencies.

Communicate with Fire Department on reports of fires.
Enforce orders of fire officers and implement/enforce evacuation orders, when necessary.
Provide law enforcement and traffic control in support of Fire Department actions.
Order/conduct evacuations when necessary to save lives and protect property.
Provide security for critical facilities.
Assist Fire Department in restricting access to unsafe buildings or areas.
Manage re-entry process into affected area(s).

4. Public Works.

Position traffic control devices (i.e., barricades, covers, etc.) as per Fire Department instructions.
Clear roads for emergency vehicles.
Support firefighters with general manpower, earthmovers, and like equipment.
Shut-off utilities as requested.
Assist with maintaining water flow as requested.

5. Red Cross.

Provide mass care for major fire scenes.
Support fire services actions by providing individual assistance, and shelter staffing/setup.

6. Salvation Army.

Provide mass care for major fire scenes.
Support fire services actions by providing individual assistance.

7. Utilities.

Provide logistical support and specialized resources to support fire operations.
Shut-off utilities in support of firefighting operations.

IV. CONCEPT OF OPERATIONS.

A. GENERAL.

1. Fire Services are an integral part of the network providing emergency operations to the Chicago Airport System. They are normally the "first responders," and provide fire, rescue, and Emergency Medical Services (EMS) to the public in an emergency.

2. Emergency operations for fire services agencies will be an expansion of their normal daily responsibilities. Their primary responsibilities include fire control, rescue operations, and responding to hazardous material incidents. They will advise local government officials and emergency support personnel of hazards associated with hazardous materials, and the dangers associated with technological hazards and fire during emergency operations.

3. Existing disaster assistance agreements with the Mutual Aid Box Alarm System (MABAS) will generally be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from city, county, state fire service groups.

4. Fire Services available to the Chicago O'Hare International Airport are sufficient to accommodate the maximum number of persons that can be carried aboard the largest air carrier aircraft serving O'Hare (B747-400 aircraft with 539 seats-See Airport Certification Manual, Section 101). These services are accessed through the Chicago Fire Department (CFD).

B. INCIDENT MANAGEMENT SUPPORT TEAM.

1. If the District Chief, [redacted] Chicago determines that an incident may or has occurred, or the jurisdiction's resources are overwhelmed, the IMC will be immediately notified.

2. The IMC Operations Support Section Chief or designee will advise on the need for EOC activation and declaration of a local emergency.

D. IMC ACTIVATION.

1. When the IMC is activated, the IMC Chief Public Safety Officer will appoint an IMC "Fire Services Coordinator" to coordinate all fire services activities. The Fire Services Coordinator is responsible for directing and coordinating all available local personnel, equipment and supplies available to carry out requirements for fire services. The Fire Services Coordinator in the IMC will make requests to the city, county or state EOC for additional resources when all fire services resources have been exhausted.

2. Fire Service personnel will be alerted according to prescribed departmental/agency/organization policy. The operational priorities for personnel will be assigned by various Fire Chiefs. All personnel will report to their pre-designated locations unless otherwise directed at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.

3. The Fire Services Coordinator will establish and maintain lines of communication in the IMC during major response operations to facilitate coordination of activities and resources.

4. During emergency operations, the Fire Department will and other local fire agencies may provide representatives to the IMC. Position responsibilities may include:

IMC "Operations Support Section Chief" position.

IMC "Emergency Medical Services (EMS) Branch" within the Operations Support Section.
IMC "Fire Services Branch" within the Operations Support Section.

5. IMC Fire Services Branch duties may include:

- Identifying incident sites requiring firefighting services.
- Ensuring operation of fire dispatch and reporting systems.
- Provide alternate communication links if necessary.
- Determining condition and status of firefighting resources.
- Determining present and future need for firefighting and other on- scene resources:
- Communications.
- Search and rescue.
- Emergency medical.
- Heavy rescue.
- Evacuation.

- Mass casualty transportation.
- Mobile shelter.
- Transport of emergency responders and resources.
- Other logistics: food; water; emergency power; lighting; etc.
- Obtaining, coordinate firefighting resources as requested by field incident commanders.
- Determining if support is required to other jurisdictions:

E. DAMAGE ASSESSMENT.

1. An initial IMC priority is to gather as much intelligence about the extent of damage as soon as possible. The primary source for this will be the on-scene firefighters. As soon as possible, fire services personnel will report the need for rescue, the numbers of dead or injured, damage to buildings, public facilities such as roads and bridges, and utilities. These reports will be compiled by dispatch and communicated to the IMC.

F. EVACUATION.

1. The Fire Service officials will implement evacuation orders due to unsafe buildings, fire danger, hazardous materials, or any other reason identified by competent authority. The Fire Service officials will take lawful actions necessary to save lives and property.

2. Evacuation will be coordinated with the DOA Safety Section and the IMC to ensure the evacuees are moved to an appropriate shelter, and the needs of special needs populations and individuals are provided for.

G. FIELD OPERATIONS.

1. Emergency actions may include:

- Once notified of an emergency situation, sending response teams/personnel, equipment, and vehicles to the emergency site, staging areas, or other location, as appropriate.
- Identifying an Incident Commander (IC) and establishing an Incident Command Post (ICP). Assign appropriate personnel to IC staff.
- Performing IC duties at the emergency scene.
- When requested, send a senior representative to the IMC, when activated during an emergency.
- Notifying the IMC of the situation if the original notification did not come from the IMC.

- Managing fire/rescue resources, direct fire operations, rescue injured people during emergency operations, and determine the need, as appropriate, for evacuation of the immediate area in and around the emergency scene.
- Assisting, as appropriate, in the evacuation of people at risk in the immediate area in and around the emergency scene.
- Alerting all emergency response organizations of the dangers associated with technological hazards and fire during emergency operations.

2. [redacted] Additional details concerning response actions required by fire services are found in department/agency SOPs published under separate cover.

3. [redacted]

4. Hazardous Materials Response.

Fire Services units responding to a hazardous material incident will ensure that they have a full understanding of the Incident Commander's assessment of the situation and that they take full and proper precautions to protect themselves.

Only personnel having proper training should be deployed to a hazardous material incident.

H. MUTUAL AID AND AUGMENTATION FORCES.

1. Mutual aid can be requested from the City of Chicago or MABAS.

V. ATTACHMENTS AND/OR REFERENCES.

A. ATTACHMENTS.

None.

Appendix I
Five Response Matrix
Omitted

Appendix 2

O'Hare Tactical Maps + Info

Omitted